

Evaluation of Franklin and Kittyhawk Integration Concept

Please use the scenarios to assess the value of an integrated version of Kittyhawk and Franklin Editor. After you complete each scenario, please answer the corresponding questions.

In your assessment of the value of the Franklin concept, please remember there may be UI problems and bugs in this pilot implementation. Try to assess the value of the concept rather than the value of this current implementation.

Use the role Editor in FranklinRole field in your user profile. To create projects and assign tasks, you need to be assigned the Kittyhawk role Administrator.

Note that for Scenarios 1-3 you are playing the role of a Regular User. For Scenarios 4-5, you are playing the role of a Superuser. Before beginning tasks 1-3, make sure your Franklin role is KittyHawk User profile is set to "Editor" and Superuser to "No". Change to the Superuser to "Yes" for tasks 4-5.

I called these A, B, C etc. just to distinguish from existing ones. They should be renumbered 1,2,3 after we decide which ones to go with I think.

Scenario A: Create and Publish reusable image and thumbnail fragments

Set Superuser to "Yes" and Franklin Role to "Image Editor" in KH.

Assume that: You are the image editor for the Enterprise Sites. You need to create and publish images and thumbnails for the ThinkPad product line for an upcoming series of promotions, news and product pages. Other editors will be able to search and use them in their pages. Create at least one of each. See the definitions of IMAGE and THUMBNAIL at

<http://franklin.adtech.internet.ibm.com/franklin/downloads/ESiteDTDs.html>

[Here we should give the Franklin steps that start as a Superuser and create and publish a fragment. Or should we make this one into KH tasks so that we don't introduce Superuser yet????]

I wanted this to be different than Scenario B but this needs to come first so that Scenarios build on each other, does that make sense?]

Scenario B: Assign and Complete a "Create and Publish" Task for a Product Spec fragment

Set Superuser to "No" and Franklin Role to "Editor" in KH

Assume that: Enterprise Sites need to host Product information on the line. This work needs to be delegated to an editor responsible for creating

See the definition of PRODUCT SPEC at

<http://franklin.adtech.internet.ibm.com/franklin/downloads/ESiteDTDs.html>

[This would be essentially Scenario 1 tailored to a Product Spec]

B

Scenario C: Assign and Complete a "Create and Publish" Task

Set Superuser to "No" and Franklin Role to "Editor" in KH

Assume that: Enterprise Sites needs to host a series of pages on the latest model in the ThinkPad line. The product spec, images and thumbnails have been uploaded earlier, now the tasks of creating and publishing a Product Page for the new ThinkPad need to be delegated to an Esite editor. This page is to be published for the web only.

See the definition of PRODUCT PAGE and PRODUCT COMPARISON at
<http://franklin.adtech.internet.ibm.com/franklin/downloads/ESiteDTDs.html>

[this would be scenario 2 done once for PRODUCT PAGE]

[questions afterwards would emphasize that product spec, image and thumbnail in first two scenarios were reused and did not have to be recreated]

Scenario D: Assign and Complete a "Create" task and a "Publish" Task for a Product Comparison

Set Superuser to "No" and Franklin Role to "Editor" in KH

Assume that: Enterprise Sites needs to host a page comparing the latest model in the ThinkPad line with older models to highlight it's advantages. The product spec, images and thumbnails have been uploaded earlier, now the task of creating a Product Comparison needs to be delegated to an Esite editor and the task of reviewing the work and publishing it to a QA person. This page should be published for the web only.

See the definition of PRODUCT COMPARISON at
<http://franklin.adtech.internet.ibm.com/franklin/downloads/ESiteDTDs.html>

[this would be scenario 2 done once for PRODUCT COMPARISON but with separate tasks for Create and Publish]

[questions afterwards would emphasize that product spec, image and thumbnail in first two scenarios were reused and did not have to be recreated]

Scenario E: Assign and Complete a "Edit and Publish" Task for a Product Page

Set Superuser to "No" and Franklin Role to "Editor" in KH

Assume that: The Product Page on the latest ThinkPad created in Scenario C needs to be published for customers with a PDA and a notification sent to customers with Smart Phones. This task needs to be delegated to an Esite editor.

See the definition of PRODUCT PAGE and PUBLISHINFO at
<http://franklin.adtech.internet.ibm.com/franklin/downloads/ESiteDTDs.html>

[this would be scenario 2 done once for PRODUCT PAGE this time with Edit+Publish task]

[questions afterwards would ask about the overhead of publishing for PDA and phone.

Scenario F: Identify a problem on the Esites web sites and request that it be fixed

Set Superuser to "Yes" and Franklin Role to "Editor" in KH

Assume that: While browsing the Esite, you see a bad typo on the Product Page created in Scenario C. As a Superuser, you bring the page into Franklin, fix the typo, republish, and verify that all affected pages were republished.

See the definition of **PRODUCTSPEC** at

<http://franklin.adtech.internet.ibm.com/franklin/downloads//ESiteDTDs.html>

[this would be a brand new scenario where user starts by browsing Esites, sees a problem, copies and pastes the URL into Franklin File-> Retrieve by Publish URL, checks out the page, checks out the imbedded **PRODUCT SPEC** subfragment, fixes the typo, checks in, reviews all affected pages, republishes the **PRODUCT SPEC**, and then goes back to Esites to see that the page has changed. I can write the step for this one because it includes some new functionality that you may not have tried yet]

Scenario 1: Assign and Complete a "Create and Publish" Task for a Fragment

[this would be incorporated into A and B]

#	Steps	Expected Results
1	KittyHawk Steps: Use Administrator Role	1. A new task with Status "Sent" should be in the task section on the project.
	1. Create a Request	2. Check that the task is in the KittyHawk editor queue.
	2. Create a Project and associate the Request to it	
	3. Create a CREATE AND PUBLISH task	
	4. ASSIGN the task to a Franklin Editor with Regular User role (Note: Assign the task to yourself so you can complete it using Franklin Editor)	
	5. Provide a DESCRIPTION of the document to be created	
	6. Designate a DTD name (e.g. Thumbnail, Form, Product Spec, or Form)	
	7. SEND the task	
	8. Save and close the task, and project	
2	Franklin steps: Use regular Franklin User (Editor) role	1. In Franklin, after publish, fragment should disappear from the Active List.
	1. Launch the Franklin UI and Login	
	2. Get tasks assigned to you	
	3. Start the task to create the appropriate fragment, fill it in, and check it in	
	4. Approve the final pages (and note that there are no pages to approve because no servable page includes the fragment you just created)	
	5. Publish the fragment	
3	KittyHawk Steps: Use Administrator Role	1. Task should have Status "Comp".
		2. Fragment ID should be filled in for the task.

1. Open the project with previously assigned task
2. Click Refresh button above Task Section
3. 'URLs of work' field should be filled on the project form. (If fragment is not used in any servable pages yet, the message should say "No URLs to view. This fragment is not used in any final page")
4. Check that the task is no longer in the KittyHawk editor queue. Requesters will be notified that the work has been complete.
- 4 View task in Project form. Since all tasks on the project are complete, you can now click the Begin Final Approval process button.

Scenario 1 Questions:

How satisfied are you with the Kittyhawk/Franklin process for completing this scenario?

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
1	2	3	4	5

Please explain.

If this scenario includes tasks you perform, how does Kittyhawk/Franklin compare to the current method/tool you use? Kittyhawk/Franklin is. . .

Much Worse	Worse	About the Same	Better	Much Better	N/A
1	2	3	4	5	

Please explain.

Scenario 2: Assign and Complete a "Create and Publish" Task for a Servable Page, use Save as Draft in Franklin.

[this would be replaced and incorporated into C]

Repeat the same steps used in Scenario 1, only this time create a servable page by selecting one of the following: promotion, productpage, productcomparison or link.

All other steps are the same as in Scenario 1, except:

#	Steps	Expected Results
2	Franklin steps: Use regular Franklin User (Editor) role	1. Saving as Draft should update the "Create+Publish" Task with the fragmentID
	1. Launch the Franklin UI and Login	
	2. Get tasks assigned to you	
	3. Verify that the "Create+Publish" task has no FRAGMENTID associated with it	
	4. Start the task to create the appropriate servable document	
	5. Search for subfragments to include in the document	
	6. Cut and paste the desired fragments into the document	
	7. Select style sheets for the web, the pda, and the Slingshot index page.	
	8. Preview your work in between edits	
	9. Complete filling in the document	
	10. Check in the document as a DRAFT	
	11. Remove it from the Active List	
	12. Refresh tasks assigned to you	
	13. Verify that the "Create+Publish" task now has a FRAGMENTID associated with it	
	14. Start the task again	
	15. Make further edits	
	16. Check document in	
	17. Verify that document appears highlighted in Active List	
	18. Approve final pages	
	19. Publish document	

Scenario 2 Questions:

How satisfied are you with the Kittyhawk/Franklin process for completing this scenario?

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
1	2	3	4	5

Please explain.

If this scenario includes tasks you perform, how does Kittyhawk/Franklin compare to the current method/tool you use? Kittyhawk/Franklin is. . .

Much Worse	Worse	About the Same	Better	Much Better	N/A
1	2	3	4	5	

Please explain.

Scenario 3: Copy and Paste Fragments from Franklin into a Kittyhawk Project
[this would stay as is]

#	Steps	Expected Results
1	Log into Franklin.	
2	Click on the search button in left panel. Give query parameters, and search for a list of Fragments.	
3	Select several fragments. Click copy button.	Copies fragment information to clipboard.
4	Open KittyHawk. Open an existing project, or create a new project.	
5	Click PASTE FROM FRANKLIN button.	Creates a task for each fragment.

Scenario 3 Questions:

How satisfied are you with the Kittyhawk/Franklin process for completing this scenario?

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
1	2	3	4	5

Please explain.

If this scenario includes tasks you perform, how does Kittyhawk/Franklin compare to the current method/tool you use? Kittyhawk/Franklin is. . .

Much Worse	Worse	About the Same	Better	Much Better	N/A
1	2	3	4	5	

Please explain.

Scenario 4: Search and try to check out documents in Franklin
[this would stay as is]

#	Steps	Expected Results
1	Log into Franklin.	
2	Click on the search button in left panel. Try out different combinations of search attributes, operators and values. Verify results.	
3	Select a document in the Search results and try to check it out.	Check out icon should be disabled.
4	Select a document in the Search results and check out for view only.	Document should appear in Right panel in Read only mode.
5	Try to check in document displays in right hand panel	Check in icon should be disabled.
6	Try to check out document displayed in right hand panel.	You should not be able to check it out, as it has not been assigned in a task to you..
7	Remove document displayed in the right hand panel from the Franklin Editor	

Scenario 4 Questions:

How satisfied are you with the Kittyhawk/Franklin process for completing this scenario?

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
1	2	3	4	5

Please explain.

If this scenario includes tasks you perform, how does Kittyhawk/Franklin compare to the current method/tool you use? Kittyhawk/Franklin is . . .

Much Worse	Worse	About the Same	Better	Much Better	N/A
1	2	3	4	5	

Please explain.

Scenario 5: Assign and Complete an "Edit" task and a "Publish" task for a Promotion

[this would be replaced and incorporated into Scenario D because it's two separate tasks, and Scenario E because it's an Edit, not a Create]

#	Steps	Expected Results
1	<p>KittyHawk Steps: Use Administrator Role</p> <ol style="list-style-type: none"> 1. Create a Request 2. Create a Project and associate the request with it 3. Initiate a task to EDIT a Promotion servable 4. Click on SEARCH FRANKLIN button to get a fragment ID from Franklin 5. ASSIGN the task to a Franklin Editor with Regular User role (yourself in this case) 6. Send the task 7. Save and close task 8. Initiate a task to PUBLISH the same Promotion servable 9. ASSIGN the task to a Franklin Editor (yourself so that you can complete the task - in reality you would assign it to a different person than the previous EDIT task) 10. Close task without sending. 11. Close the project 	<ol style="list-style-type: none"> 1. A new EDIT task with Status "Sent" should be in the task section 2. A new PUBLISH task with Status "New" should be in the task section 2. Check that the EDIT task is in the KittyHawk editor queue
2	<p>Franklin steps: Use regular Franklin User (Editor) role</p> <ol style="list-style-type: none"> 1. Launch the Franklin Ui and Login 2. Select Tasks -> SHOW TASK INTERFACE, and view tasks assigned to you 3. Start the task to check-out the Promotion. 3. Edit the Promotion and check it in 4. Select SHOW TASK INTERFACE to verify that task has disappeared. 	<ol style="list-style-type: none"> 1. In Franklin, the Promotion appears highlighted in Active List. 2. The Check-out, Approve and Publish icons should be disabled for the Promotion, as you have not been assigned the PUBLISH task at this point. 3. Task should not appear in Task Interface anymore.
3	<p>KittyHawk Steps: Use Administrator Role</p> <ol style="list-style-type: none"> 1. Open the project with previously assigned task. 2. Click Refresh button above Task Section. 3. Edit the PUBLISH task, send it, and close task. 	<ol style="list-style-type: none"> 1. EDIT task should have Status "Comp". 2. 'URL of work' field should NOT be filled for the EDIT task on the project form. 3. Check that the EDIT task is no longer in the KITTYHAWK editor queue. 4. PUBLISH task should have Status "Sent"
4	<p>Franklin steps: Use regular Franklin User (Editor) role</p> <ol style="list-style-type: none"> 1. Select Tasks -> SHOW TASK INTERFACE, and view tasks assigned to you 	<ol style="list-style-type: none"> 1. Starting the PUBLISH task should launch the browser with links to all final pages to preview.

2. Start PUBLISH task to begin approval of final pages.	
3. Review all pages in the browser	
4. Publish the Promotion	
5. Exit Franklin Editor	
5. KittyHawk Steps: Use Administrator Role	1. PUBLISH task should have Status "Comp".
1. Open the project with previously assigned task	2. 'URL of work' field should be filled in for the PUBLISH task on the project form.
2. Verify that all tasks are complete	3. Check that PUBLISH task is no longer in the KITTYHAWK editor queue.
3. Click on "Begin Final Approval"	
4. Copy and paste appropriate URLs of work to Request document.	

Scenario 5 Questions:

How satisfied are you with the Kittyhawk/Franklin process for completing this scenario?

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
1	2	3	4	5

Please explain.

If this scenario includes tasks you perform, how does Kittyhawk/Franklin compare to the current method/tool you use? Kittyhawk/Franklin is...

Much Worse	Worse	About the Same	Better	Much Better	N/A
1	2	3	4	5	

Please explain.

Scenario 6: Assign a "Publish" Task, Create and Address Problem Report
[we could include the creation of a problem report in the "publish" part for Scenario D or should we leave it as a separate scenario as is so that the scenarios are shorter and address fewer functionalities? What do you think?]

Instead of creating an "Create" task for this one, assume that a product page has already been created.

#	Steps	Expected Results
1	KittyHawk Steps: Use Administrator Role 1. Open an existing project 3. Initiate a task to PUBLISH a Product Page servable 4. Click on SEARCH FRANKLIN button to get a fragment ID from Franklin 4. ASSIGN the task to a Franklin Editor with Regular User role (yourself in this case) 5. Send the task 6. Save and close task, and project	1. A new PUBLISH task with Status "Sent" should be in the task section 2. Check that the task is in the KittyHawk editor queue
2	Franklin steps: Use regular Franklin User (Editor) role 1. Launch the Franklin UI and Login 2. Select Tasks -> SHOW TASK INTERFACE, and view tasks assigned to you 3. Start PUBLISH task to begin approval of final pages. 4. Review pages in the browser 5. Create a problem report for the web document 6. Double click on one of the product data elements in the table. 7. Fill in the PROBLEM REPORT and send. 8. Close the browser 9. Remove Product Page with problem from your Active List 10. Verify that the PUBLISH task still appears in our Task interface.	1. Starting the PUBLISH task should launch the browser with links to all final pages to preview. 2. After clicking on "Create Problem Report", you should see the fragmentid and element name change in the browser status bar as you mouse over the different areas of the page. 3. Double-clicking on an area should launch a Problem Report form to fill in. 4. In KittyHawk, task should still appear as "Sent" as it was never completed due to problem.
3	KittyHawk Steps: Use Administrator Role 1. Open the project with previously assigned task. 2. View the Problem Report 3. Assign a new "Edit and Publish" task with fragmentid from Problem Report (assign it to yourself) and the problem stated	1. Problem Report should appear in the Project.
4.	Franklin Steps: Use regular Franklin User (Editor) role to complete the "Edit and Publish" task as usual	

5. **KittyHawk Steps: Use Administrator Role**
1. Refresh task list
 2. Note that "Edit and Publish" task is completed
 3. Edit the "Publish" task still uncompleted due to Problem Report
 4. Redlick on SEND to resend the task to the same editor (to notify him that problem has been corrected)
6. **Franklin Steps: Use regular Franklin User** **1. When approving final pages, the cause of the Problem Report should be fixed.**
 (Editor) role to complete the "Publish" task as usual.

Scenario 6 Questions:

How satisfied are you with the Kittyhawk/Franklin process for completing this scenario?

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
1	2	3	4	5

Please explain.

If this scenario includes tasks you perform, how does Kittyhawk/Franklin compare to the current method/tool you use? Kittyhawk/Franklin is . . .

Much Worse	Worse	About the Same	Better	Much Better	N/A
1	2	3	4	5	

Please explain.

Scenario 7: Create a Superuser Activity Log and View Conflict Reports as Superuser

[this would stay as is also]

Change your Superuser flag to "Yes" in your KittyHawk User Profile

#	Steps	Expected Results
1	Open KittyHawk. Create a project.	
2	Assign several EDIT tasks associated with one Fragment ID.	
3	Assign all to regular Franklin role editors.	
4	Send Tasks, Save Project, and close KittyHawk.	
5	Franklin Steps as a Superuser: 1. Launch Franklin Editor 2. Select "File->Check out by Fragmentid" to check out the FragmentID that you assigned to other editors in Step 2 3. View tasks assigned to other editors for the document in the Conflict Report. 4. Click on "OK" to check out anyway 5. Edit the document 6. Check it in and view the Conflict Report again. 7. Click on "OK" to check in anyway.	1. Conflict report should warn user of other active tasks on the same fragment.
6.	KittyHawk Steps: as Project Administrator 1. Open the project navigator. 2. Open the project. 3. Click on the doclink.	1. There is a lightning bolt icon in the view to indicate that there was 'superuser activity' on one of the tasks related to the project. 2. There is a doclink in the Superuser Activity field. The history on the project also indicates that there was superuser activity on the project. 3. The superuser activity log is opened.
7	As a regular editor, check out a fragment that is in a task not assigned to you.	Not allowed because the user cannot see them.
8	As a Superuser, check out a fragment that is not assigned in the other tasks.	The fragment is checked out without any warnings. The Conflict Report will not appear at check out or check in of this fragment until it is assigned to a task.
9	Edit fragment and check it in.	A superuser activity log is created in Kittyhawk.
10	Repeat test by assigning tasks to other Franklin roles in KittyHawk: Image Editor, Fragment Editor.	

Scenario 7 Questions:

How satisfied are you with the Kittyhawk/Franklin process for completing this scenario?

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
1	2	3	4	5

Please explain.

If this scenario includes tasks you perform, how does Kittyhawk/Franklin compare to the current method/tool you use? Kittyhawk/Franklin is. . .

Much Worse	Worse	About the Same	Better	Much Better	N/A
1	2	3	4	5	

Please explain.

Note that for Scenarios 8-9 you are playing the role of a Superuser. Before beginning, make sure your Franklin role is KittyHawk User profile is set to "Editor" and Superuser to "Yes."

For the pilot we are using 3 Enterprise Sites: Cargill, North Carolina, and Bayer. You must register to each one separately, with a different user name, because the registrations cannot be shared between different E-Sites. (If you choose to register only at one, make sure you publish content to that E-Site in the Scenarios below)

Scenario 8: Register with the Enterprise Sites, publish and view a Product Comparison at an E-Site.

[this scenario should come earlier, so that they register to Esites, maybe should be after Scenarios A and B, the first time they have to actually publish a servable page, not just a fragment. I think this should be changed to be A PROMOTION instead of Product Comparison because we already have a Product Comparison in Scenario D...]

#	Steps	Expected Results
1	E-Site registration steps:	

1. To register, go to

<http://amadeus.sby.ibm.com/servlet/gold/NorthCarolina/Welcome>

2. Click on "Register Now".

After logging on to one E-Site, your browser is set with a cookie for that particular E-Site. The cookie lasts for the current browser session. To register or logon to a different E-Site, you need to launch a new browser and go to the URL of that site. The 3 E-Site URLs are:

3. Follow instructions to register until you are brought back to the Login screen of the Enterprise Site you started from.
4. Enter the IBM ID and password you just created.
5. When prompted for the IBM authorization code, enter "nc100" (You will receive this code in an e-mail at some point, this gets you started faster)
6. On the home page of the E-Site, click on "Edit Personalization"
7. Select a Job Type and Check ALL available options (to ensure that regardless of interest area classification of a document, it will appear for you)
8. Click on "Submit", then click on "Return to your IBM home"
9. Note the different sections of the site: Home, Product, News, Solutions, etc.
10. Close the browser.

<http://amadeus.sby.ibm.com/servlet/gold/NorthCarolina/Welcome>
<http://amadeus.sby.ibm.com/servlet/gold/Cargill/Welcome>
<http://amadeus.sby.ibm.com/servlet/gold/Bayer/Welcome>

11. Launch a new browser and repeat steps 1-10 for the other 2 Enterprise Sites:
<http://amadeus.sby.ibm.com/servlet/gold/Cargill/Welcome>
<http://amadeus.sby.ibm.com/servlet/gold/Bayer/Welcome>

2 Franklin steps:

1. Launch the Franklin UI and Login.
2. Create a Product Comparison. To ensure that you will see the document on the E-Site under your profile:
 - enter START_DATE as today or earlier to make the article appear immediately
 - select one or more ENTERPRISE Sites you want it to appear under
 - select the LOCATION, or the section of the site you want it to appear under
 - select a few INTEREST_AREAS
 - do not select HOME_FEATURE (it is not working for now)
 - select the JOB_TYPE you set in your E-Site profile or "All"
3. Search for Product Specs and Thumbnails and include one of each in the Product Comparison using Copy and Paste.

4. Create a new ThinkPad Product Spec (to include as the second product in the Product Comparison) and check it in.
5. Copy and Paste the new Product Spec from the Active List to the Product Comparison.
6. Preview the horizontal and vertical style sheets and select the one you prefer.
7. Check in the Product Comparison.

When trying to check in the Product Comparison, a dialogue should alert you that a subfragment has not been published.

8. Check out the unpublished subfragment using the small check out icon to the right of it in the Product Comparison.
9. Check the fragment back in, then publish it from the Active List.
10. Try to check in the Product Comparison again.

When trying to check in the Product Comparison, no dialogue should pop up this time.

11. Approve the final pages for the Product Comparison.

12. Publish the Product Comparison.

3. Enterprise Site steps:

1. Logon to one of the E-sites where you published the Product Comparison.
2. Go to the section you selected under Step 2 for LOCATION.
3. Locate the Product Comparison and view the document.

4. Franklin steps:

1. Search and check out the Product Comparison
2. Change the LOCATION tag.
3. Check in the Product Comparison.
4. Publish the Product Comparison.

5. Enterprise Site steps:

1. Go to the section that corresponds to the new LOCATION you specified in Step 4.
2. Refresh the page in the browser.
3. Locate the Product Comparison.

Product Comparison should not appear under old LOCATION, and should now appear under new LOCATION. There may be a slight delay, so try a few times if you do not see the change immediately.

6. Franklin steps:

1. Check out the Product Spec you created in Step 2.4.
2. Edit the PRICE_DOLLARS field.
3. Check it in, and Publish.

7. Enterprise Site steps:

1. Locate the Product Comparison.

The republic of the Product Spec should have triggered the republic of the Product

2. Refresh the page.
3. Verify that it reflects the updated price.

Comparison. There may be a slight delay, so try a few times if you do not see the change immediately.

Scenario 8 Questions:

How satisfied are you with the Kittyhawk/Franklin process for completing this scenario?

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
1	2	3	4	5

Please explain.

If this scenario includes tasks you perform, how does Kittyhawk/Franklin compare to the current method/tool you use? Kittyhawk/Franklin is...

Much Worse	Worse	About the Same	Better	Much Better	N/A
1	2	3	4	5	

Please explain.

Scenario 9: Verify the locking of documents in Franklin

[this should stay as is]

Complete this scenario with a colleague, both of you as Superuser.

#	Steps	Expected Results
1	Franklin steps: User 1: 1. Launch Franklin Editor. 2. Search for a document of your choice. 3. Check it out.	Document appears in right hand panel.
2	User 2: 1. Launch Franklin Editor. 2. Search for the same document as User 1 in Step 1. 3. Check it out.	You should get a dialogue stating that the document is locked by User 1. Choose to check it out for "Read only".
3	User 1: 1. Remove the document from the right hand panel.	Document is highlighted in Active List, but no longer checked out.

- 4 User 2:
I. Check out the document in the right hand panel.
 - 5 User 1 & 2:
Exit Franklin Editor.
- You should not get the lock message, and document should check out.*

Scenario 9 Questions:

How satisfied are you with the Kittyhawk/Franklin process for completing this scenario?

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
1	2	3	4	5

Please explain.

If this scenario includes tasks you perform, how does Kittyhawk/Franklin compare to the current method/tool you use? Kittyhawk/Franklin is. . .

Much Worse	Worse	About the Same	Better	Much Better	N/A
1	2	3	4	5	

Please explain.